

**SYSTEM AND METHOD FOR MONITORING  
SERVICE PROVIDER ACHIEVEMENTS**

**Abstract Of The Disclosure**

5

10

A method for monitoring service levels of a service provider includes defining performance criteria, deploying at least one data collection agent and executing each data collection agent to monitor and collect operation data. The method further includes receiving the operation data from each data collection agent and aggregating the operation data. A level of service is then determined based on the performance criteria and the aggregated operation data. A system and computer-readable storage media for monitoring service levels of a service provider are also disclosed.